

COVID-19 Community Team Outreach Tool

10/11 System Updates



See below for a full description of the CCTO updates as of October 11, 2021.

Updates to Contact and Case Notification

Updates Impacting Contact Notification

1. The emails, texts, and landing page for contact notification have now been updated to include additional references to the call center phone number as well as information on **quarantine exemption** (for individuals who are fully vaccinated or who have tested positive in the past three months) and **shortened quarantine options** (for individuals who are not showing symptoms or who have a negative test collected at least 5 days after exposure) per the [guidance](#). Information on shortened quarantine is given with reference to subtracting days from a suggested end-of-quarantine date that is 14 days since the contact's most recent last date of exposure. **See the [Samples of Digital Outreach](#) doc for full details of the text on the landing page and in outreach messages.**
2. As a result of this change, **the end-of-quarantine date sent in contact notifications and shown in the portal will now be 14 days following most recent Last Date of Exposure**, regardless of the date that is entered within the **Monitoring End Date** field. *The Monitoring End Date field calculates automatically for 14 days following the contact's last date of exposure and can still be manually overwritten if the end of quarantine needs to be changed; however, the system will no longer use this date in a contact's notification.*

1

You may qualify for an exemption from quarantine if you meet one of the following criteria:

- **Tested positive for COVID-19 in the past three months and recovered**- you do not need to quarantine or get tested as long as you do not have any new COVID-19 symptoms.
- **Are fully vaccinated, and do not have any COVID-19 symptoms**- you do not need to quarantine, but you should still get tested on the test date above.

You may qualify for a shortened quarantine if you meet one of the following criteria:

- **Test on the date above and the test is negative**- your local health department may allow for your quarantine to be shortened by up to 7 days prior to the quarantine end date listed above.
- **Do not develop symptoms**- your local health department may allow for your quarantine to end 4 days prior to the quarantine end date listed above.

Your quarantine live with

4:50

< 45394 >

Yesterday 2:54 PM

Linus, this is the NC COVID Community Team. You have been exposed to COVID-19. Quarantine through 10/14/2021 and get tested on 10/05/2021. You may meet criteria for an exemption from or a shortened quarantine. Call [844-628-7223](tel:844-628-7223) or visit <https://dhhs-covid19-ccto-uat-po.powerappsportals.us/en-US/notification/?id=b6b95dbe-d626-ec11-b6e5-001dd804cc98> for more info.

[See Digital Outreach Samples Doc](#)

2

Last Date of Exposure * 9/26/2021
to Source Patient #1

+14 days

You should quarantine (stay home and separate yourself from others) through the date below (which is based on a quarantine period of 14 days from the last date you were exposed to COVID-19). For information on how to properly quarantine, please refer to [this CDC webpage](#).

You should quarantine through:

10/10/2021

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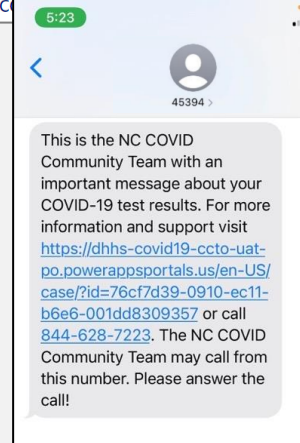


Updates Impacting Case Notification

1. The text of the case portal has been updated to include additional references to the call center phone number as well as a bullet for monoclonal antibody information within the “Next Steps” page. The texts and emails sent with case patient notifications have also been updated to remind individuals to answer the call. **See the [Samples of Digital Outreach](#) doc for full details.**
2. When using the portal, case patients are now **required to select a symptom onset date or to select that they don’t have symptoms** to proceed past the landing page.
3. At the top of the contact entry screen in the portal, the system will then provide case patients a contagious date for 2 days before either their provided symptom onset date (per above) or their test date (whichever is sooner).
4. If case patients enter a contact whose last date of exposure is after this calculated contagious date **and** is not in the future, **the contact submission will then automatically be created as a new contact monitoring event.** (Previously, the system created contacts based on last date of exposure being a date within 6 days of the case patient’s diagnosis date and not in the future.) Additionally, to help make contact submission more succinct, the extra text in the **Additional Info** box title (which suggested including DOB, workplace, etc.) has been removed.

1 Consider Treatment with Monoclonal Antibodies: If taken early, monoclonal antibodies may help you feel better faster and prevent the need for hospitalization from COVID-19. Learn more and find out whether you are eligible for this treatment at [covid19.ncdhhs.gov](#)

See Digital Outreach Samples Doc



2 Please enter the date your **COVID-19 symptoms started** to calculate your isolation end date:

My COVID-19 symptoms began on (MM/DD/YYYY): *

10/1/2021

☐ I have not had any COVID-19 symptoms.

Based on your testing date and the information you have provided, you should isolate through at least **10/11/2021**.

3

NCDHHS

Thank you. Your Date of Birth has been confirmed!

Please Provide Exposure Information for Close Contacts

Select “Add Close Contact” below to help us notify your close contacts of exposure. Any information you provide is confidential and will not be shared with your contacts.

- Your close contacts are people who you were within 6 feet of for more than 15 minutes while you were contagious.
- You are considered contagious 48 hours before your symptoms started or 48 hours before your positive test date, whichever is first.

Based on your testing date and the information you provided about your symptoms, you were first contagious on **09/05/2021**.

[Add Close Contact](#)

4

Last date you were in close contact with this person *

10/5/2021

Phone Number

1-888-777-6666

Email

Additional Info

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Misc. Updates

1. A locked field for **Count of Monitoring Events** on the System Information Page of person records will now display the number of monitoring events associated with this record.
2. If the referral field for **Communication Preference** is left blank upon saving a vaccine referral, it will **NOT** override any information that has already been entered in the monitoring event field for **Vaccine Communication Preference**.
3. New toggles for **Approximate Date** have now been created to allow you to indicate if the date provided for a first, second, or third vaccine dose is approximate. **We understand that individuals may not always be able to provide an exact vaccination date; however, please continue to try to obtain an exact date whenever possible.**
4. The same functionality that is used to generate vaccine text messages through CCTO is now being used to inform residents of the availability of mAbs treatments. The titles of the locked fields in the **Text Communication Info** box have been updated accordingly to reflect this.

1

Modified On 10/6/2021 11:48 AM

Count of Monitoring Events 1

2

Details

Type of Communication Outreach Call - Answered

Type of Campaign Awareness

Outcome of Referral (if known) Does not want vaccine

Communication Preferences ---

3

Vaccination

Vaccine - 1st Dose Pfizer-BioNTech (195 MDV) COVID-19 Vac

Vaccine Date - 1st Dose 9/8/2021

Approximate Date ☐

Vaccine - 1st Dose Confirmed in CVMS? ☒ Yes

Vaccine - 2nd Dose Pfizer-BioNTech (195 MDV) COVID-19 Vac

Vaccine Date - 2nd Dose 9/29/2021

Approximate Date ☒

Vaccine - 2nd Dose Confirmed in CVMS? ☐ No

Add Additional Vaccine Dose? ☐

Vaccine Communication Preference Do not contact in future about vaccines

4

Send Vaccine or mAb Communication ***

Most Recent Vaccine or mAb Communication Text Status ---

Most Recent Vaccine or mAb Communication Status Date ---

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Misc. Updates

Bug Fixes

Fields for **Primary Phone**, **County**, and vaccine information will now transfer properly to person records created from new monitoring events, and **Date of Birth** will also remain blank on the person record if it is left blank on the monitoring event.

Requires Proxy	<input checked="" type="checkbox"/> Yes
Date of Birth (DOB)	--- 
Fake DOB	<input type="checkbox"/> No

Continued Data Cleaning with Person Functionality

Thank you for your continued patience and cooperation as we work to integrate all the records in the production system into the new person functionality! The following updates have been made as of this sprint:

- **All monitoring events within the production system should now have unique C#s**, including cloned events that previously shared C#s.
- **A flow will now run in the evenings to delete person records that are not associated with monitoring events**; therefore, if you disassociate a monitoring event with an incorrectly created person record, you do not need to take any extra steps to delete the person record. The system will do this automatically.
- We are still in the process of ensuring that each monitoring event has a person record associated with it; therefore, **please continue to rely on the Monitoring Events Tab (and not the People Tab) for searching needs**.